

CITY OF CIBOLO
P.O. BOX 826 200 S. MAIN
CIBOLO TEXAS 78108
210-658-9900
WEB SITE www.cibolotx.gov

THIS INFORMATION PACKET CONTAINS MANY NECESSARY INFORMATIVE ITEMS, PLEASE READ. IF YOU NEED MORE INFORMATION ON THESE ITEMS, OR ANY ITEM NOT COVERED, PLEASE CONTACT CITY HALL AT 658-9900.

CITY HALL OFFICE HOURS	8:00 AM to 5:00 PM MONDAY - FRIDAY
EMERGENCY NUMBER	9-1-1 (After 5 pm 619-1200 - Schertz Dispatch)
POLICE DEPARTMENT	659-1999 (Information Only M-F 8-5) 619-1200 (After 5 pm Schertz Dispatch)
PERMIT DEPARTMENT	658-4175
COURT	658-7324

WATER: (ONLY FOR RESIDENTS IN THE CIBOLO WATER SERVICE DISTRICT)

Water meters are read on or about the 15th of the month and bills are mailed (or e-mailed if you elect that option) on or about the last working day of the month. Water payments are due on the **15th of the month, even if it falls on a weekend or a holiday**. Payments not received by close of business on the 18th of the month will have a late fee added (if the 18th falls on a weekend or holiday, late fees will be added as of noon the first working day thereafter). **If you do not receive a bill by mail, it is your responsibility to call or come to City Hall to determine the amount of your bill.** Payments may be put in the night drop box on the right side of parking lot; however if the payment is put in the drop box after 5:00 pm on the 18th, it will be considered late. If payment is **not received by noon on the 25th** day of the month, service will be **terminated**(if the 25th falls on a holiday, Friday, or weekend, termination will occur on the following work day). An administrative fee of \$25.00 will be added to the base fee for service and late charge once a residence is on the cut-off list. By ordinance, the **full** amount must be paid before services are reconnected. **Extension** of payment date beyond the 25th of the month to avoid termination of service, may be granted by the City Manager or his designee. It will be at the discretion of the City Manager as to grant or deny the request. There will only be **two** extensions granted within a calendar year (January 1 to December 31).

RESIDENTIAL RATES: (effective bill rec'd May 1, 2011)

1,200 gallons or less	(special rate)	\$	10.50 Special
1,201 to 3,000 gallons		\$	21.00 Base Rate
3,001 to 7,000	additional	\$	4.30 per 1,000
7,001 to 12,000	additional	\$	5.37 per 1,000
12,001 to 15,000	additional	\$	6.45 per 1,000
15,001 to 20,000	additional	\$	7.52 per 1,000
20,001 to 30,000	additional	\$	9.24 per 1,000
30,001 to 50,000	additional	\$	16.11 per 1,000
Over 50,000	additional	\$	23.63 per 1,000

COMMERCIAL RATES:

First 3,000 gallons		\$	28.00 per 1,000
3,001 to 15,000	additional	\$	5.37 per 1,000
15,001 & up	additional		9.67 per 1,000

****Any account** or person that has two returned checks in a calendar year, for whatever reason, will be placed on a cash only basis for **any** city business. After two years if payments have been on time, you may request to be taken off cash only.

DRAINAGE UTILITY DISTRICT

To provide funding for stormwater drainage management, the City of Cibola collects a drainage utility fee based on the amount of impervious surface area on each developed land parcel in the City. Impervious surfaces such as rooftops, driveways and parking areas impede natural infiltration and increase the rate and volume of stormwater runoff that must be collected and carried by the City's drainage system. The impervious area average for single-family property is 2,889 square feet and this is the billing unit standard or Equivalent Residential Unit (ERU). The fee per ERU is \$4.00. Residential and commercial property are broken into the following tiers:

Single-family:

Small	0.7 ERU	up to 2,217 square feet
Average	1.0 ERU	2,218 to 3,716 square feet
Large	1.5 ERU	3,717 to 8,000 square feet
Rural Lot	2.0 ERU	more than 8,000 square feet

Commercial: Total ERUs = Impervious area / 2,889 square feet (minimum 1.0 ERU).

DEPOSIT REFUNDS

Deposits for residential and non-residential accounts will be credited toward an active account after two (2) years service with no disconnects, no returned checks and not more than two (2) late fees charged. If there is a disconnect, returned check or more than two (2) late fees during that time, the two-year period will begin again from the date that the City either receives notice of a returned check or from the second date that the account becomes delinquent.

PAYMENTS

Payment for your utility bill may be made by credit/debit card (Mastercard, Visa or Discover only), check, money order, or cash. Payment with a credit card must be made by the cardholder only, and you must present proof of identification (Cards without your name will not be accepted under any circumstances). **(Fee for using a card is 3%)** Payment online is also available; Go to www.cibolotx.gov. Your PIN# on your bill is your temporary password, then you may set up your own password.

CUSTOMER REQUESTED DATALOG, RE-READS, METER CALIBRATIONS:

When the customer finds it necessary to question his/her water usage due to high or unexpected consumption, he or she may request a meter re-read, meter calibration, and/or an analysis of his/her water consumption (datalog), by making the request of the utility billing office. A first request for a meter re-read, or calibration made by a customer will be performed at no charge once in a 12-month period. For subsequent requests, if a meter re-read or calibration is performed, and the meter reading is found to be inaccurate, the customer will not be charged. Otherwise, a \$25 administrative fee will be charged against the account (plus any third party charges if customer requests a third-party calibration). Additionally, a first request for a datalog report made by a customer will be processed at no charge once in a 12-month period, any additional requests made in the 12-month period will be assessed a \$25 administrative fee unless the report is requested by city staff.

SEWER:

As a new resident, your sewer service will be charged at the city average which presently is \$ 23.73. The water meter readings from November thru February each year will be used to average and figure the new rate for your sewer billing. The new rate figured is what you will pay for sewer service each month for the next year, which will show up on the bill you receive in April. If your water is provided by Green Valley SUD, consumption amounts will be provided by them. If you experience a **leak** during this time period, submit a letter with proof of repairs to the city by **March 1** to be considered for a sewer adjustment.

GARBAGE:

(SEE ATTACHED SHEET FOR RECYCLING INFORMATION. Cost of recycling is \$2.13 monthly)

Your water and sewer bill will also include the fee for your garbage collection. Presently the garbage collection fee for residential property is \$ 11.68 plus tax per month .

COLLECTION DAYS ARE WEDNESDAY FOR OLD CIBOLO, SPRINGTREE, WILLOW POINT, LANTANA, GREENBROOK, BUFFALO CROSSING, CIBOLO VALLEY RANCH, GATEWOOD, SADDLE CREEK , HEIGHTS OF CIBOLO, CIBOLO VISTA, TOWN CREEK VILLAGE, RIATA OAKS, STONEBROOK & CHARLESTON PARK. PICKUP FOR DEER CREEK, WOODSTONE, THISTLE CREEK, DOBIE HEIGHTS, BENTWOOD RANCH, & FALCON RIDGE AREA WILL BE TUESDAYS.. IN JUNE, JULY, AUGUST & SEPTEMBER, PICKUP DAYS WILL GO TO TWICE A WEEK. IF YOU HAVE TUESDAY PICKUP, YOUR EXTRA DAY WILL BE FRIDAY, IF YOU HAVE WEDNESDAY PICKUP, YOUR EXTRA DAY WILL BE SATURDAY.. IF YOU ARE NOT INCLUDED IN THIS LIST, CALL CITY HALL FOR YOUR PICKUP DAY.

Please set your garbage out **by 7:00 AM** so you do not get passed over. **Please do not put rocks or dirt in garbage cart or bags; this is not considered household trash. You may make special arrangements with Bexar Waste to do a special charge pickup.** The city has an annual Spring & Fall Cleanup, which is usually held in March & November. Information regarding dates & times will be available closer to scheduled dates. Bulk pickup is every Wednesday, but is only available once every 30 days per residence (NO BULK PICKUP FOR COMMERCIAL). Limbs & boards must be bundled in bundles of 6ft long & not more than 50 lbs and other items must be limited to no more than a pickup bed full. All items for bulk pickup must be out by 7 a.m. The city also has a chipper for cut tree limbs. Pickup will be on the first Tuesday of the month for all those north of Borgfeld, & the last Tuesday of the month for those south of Borgfeld. Pickup will be limited to one trailer load, no longer than 14 ft, no more than 6 feet high, and no more than 10 feet wide per household. Limb diameter must be 6" or less. This is for **tree branches only**. No bush trimmings will be picked up. If you hire a contractor to trim your trees, you **must** have them haul the trimmings to a commercial disposal site. **You must call City Hall by noon on Monday , to get on the list for chipper service or bulk pickup.**

WEEDS & TRASH:

The citizens of Cibolo are proud of their community and as its governing body the City Council has enacted a Weed & Trash Ordinance to insure the health and welfare of all citizens. We ask that all properties be kept free of trash and debris, and that lawns and weeds are kept mowed to prevent the infestation of insects, rodents, snakes, etc.

CITY TAXES:

Taxes for the City of Cibolo are billed by and payable at the Guadalupe County Tax Assessors Office. The county tax office is located in Seguin, and the branch office is at 1101 Elbel Suite #1 in Schertz. Automobile tag replacement and renewals for Guadalupe County residents are also available.

POLICE:

Our police are here to serve and protect 24 hours a day. Our police officers are dispatched by the City of Schertz. If you are in need of non-emergency police assistance, call 210-619-1200. In case of an emergency, call 9-1-1.

ALARM PERMITS:

Alarm permits are required if you have an alarm system installed and activated in your home. This includes systems that are not monitored by an alarm company. These permits can be obtained at the Cibolo Police Department (210-659-1999), where you can also get information on the price of the permit and number of allowed false alarms.

PETS:

(Dogs and Cats) - If you have a dog or cat, it must be vaccinated and registered with the city. (Number of animals is limited to three (3) of any species.) It shall be unlawful for any person to house any dog or cat over 72 hours without rabies vaccination, if it is at least three months of age. City ordinance requires rabies shots every three years. To register your pet, bring your pet's most recent vaccination records to the Cibolo Police Department and \$7.00 (\$5.00 if spayed or neutered, must provide proof) to obtain your city license for one year. These licenses expire on the 31st of December each year. City Ordinance prohibits our citizens from permitting their pets to "RUN AT LARGE". All dogs, cats, or ferrets must be on a leash if not behind a fenced yard. The owner of every animal shall be responsible for the removal of any feces deposited by his/her animal on public walks, recreation areas, or private property, including the property of the owner. City ordinance requires you to report all animal bites or scratches. The Cibolo Animal Shelter is located at 108 Cibolo Dr, Building 300, behind the Post Office. PLEASE call the city as soon as your pet is missing. If you have any questions concerning owning a pet, call 210-659-1999 or 210-659-4851 and ask for the Animal Control Officer.

PERMITS:

Should you decide to build, remodel, add to, or do any type of construction to your home or property, we suggest that before you start, you contact the permit department to see if a permit is required. For most permit types, a homeowner doing the work on their homestead can apply for the permit. If you are hiring a contractor, they must apply for the permit and they must also be registered with the city and provide proof of liability insurance. To see if a contractor is registered with us, please call 658-4175 or visit the Online Action Center at www.mygov.us.

SCHOOLS:

Schertz-Cibolo-Universal City Independent School District main office phone number is 945-6200

WEB SITE – WWW.SCUC.TXED.NET

K – 4	Wiederstein Elementary 171 Borgfeld, Cibolo	619-4550
K - 4	Watts Elementary 100 Deer Meadow, Cibolo	619-4400
K – 4	Green Valley Elementary 1694 Green Valley Rd., Schertz	619-4450
5 - 6	Barbara Jordan Intermediate School 515 Thistle Creek Drive, Cibolo	619-4250
5 – 6	Elaine S. Schlather Intermediate School 230 Elaine S. Schlather Pkwy, Cibolo	619-4300
7 - 8	J. Frank Dobie Junior High 395 Borgfeld Road, Cibolo	619-4100
9 - 12	Byron Steele High School 1300 FM 1103, Cibolo	619-4000

CITY FUNCTIONS:

The Cibolo Volunteer Fire Department holds its annual Sausage Supper and dance on the second Saturday of May. This is the main fund raiser for our Volunteer Fire Department, and they make the best sausage around. The city also holds it's annual Cibolo Fest every October on Main Street.

CITY PARK RENTALS:

The City of Cibolo offers park rentals at Niemietz Park (618 FM 78) and Veteran's Park (3900 Cibolo Valley Drive) for parties, work events, etc. Call City Hall at 210-658-9900 for more information.

FIRE DEPT:

Cibolo's Fire Department can be reached for emergencies by calling 9-1-1, should you need their assistance. Please call 210-659-1471 for non-emergencies.

HOUSE WATCH:

The Cibolo Police Department offers a house watch service for residents while they are out of town. Twice per shift a police officer will make a special stop to inspect your premises. A form can be obtained at the Police Department, which will inform the P.D. of your absence and give them the necessary information they need.

CITY MEETINGS:

- City Council meets the second & fourth Tuesday of the month at 7 pm
- Planning & Zoning Commission meets the third Tuesday of the month at 7 pm
- Parks & Recreation Commission meets the first Wednesday of the month at 7 pm
- All meetings are usually held at City Hall at 200 S. Main, Cibolo, TX

USEFUL PHONE NUMBERS:

CIBOLO CITY HALL	658-9900
CIBOLO PERMIT, INSPECTION, CODE ENFORCEMENT	658-4175
CIBOLO POLICE DEPT - NON EMERGENCY	659-1999
CIBOLO VOLUNTEER FIRE DEPT	659-2673
CIBOLO FIRE STATION 2	659-1471
CIBOLO POST OFFICE	658-2631
CENTERPOINT ENERGY (GAS)	1-800-752-8036
SCHERTZ DISPATCH (NEED OFFICER OR AFTER HOURS)	619-1200
SCHERTZ LIBRARY (SCHERTZ PARKWAY)	658-6011
G.V.E.C. ELECTRIC CO. (CURTIS, SCHERTZ TX)	658-7033
CITY PUBLIC SERVICE ELEC.	353-2222
GREEN VALLEY WATER	830-914-2330
GUADALUPE COUNTY TAX OFFICE – SCHERTZ (ALSO FOR AUTO TAG RENEWALS)	945-9708
TIME WARNER CABLE	244-0500
AT&T NEW SERVICE	1-800-464-7928
AT&T TROUBLE	1-800-246-8464
SAN ANTONIO EXPRESS NEWSPAPER - NEW	225-5533
DPS FOR DRIVER LICENSE IH-35 N..B. (RUEKLE RD EXIT)	1-830-625-8111

STANDARD HOLIDAYS FOR CITY OFFICES: (If holiday falls on Saturday, we will be closed on Friday, if holiday falls on Sunday, we will be closed on Monday)

New Year's Eve	Labor Day
New Year's Day	Columbus Day
MLK Day	Veteran's Day
President's Day	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas Eve
4 th of July	Christmas Day

**A MESSAGE FROM CIBOLO CREEK MUNICIPAL AUTHORITY
KEEP PESTICIDES OUT OF CCMA'S SEWER SYSTEM**

The wastewater from our homes and businesses is carrying synthetic pesticides such as diazinon, dursban, and malathion into the Cibolo Creek Municipal Authority's wastewater treatment plant. When this wastewater enters CCMA's wastewater treatment plant, these synthetic pesticides cannot be removed. If these synthetic pesticides are not kept out of the wastewater from our homes and businesses, YOU as a City of Cibolo water utility customer will have to pay for corrective measures.

The only GUARANTEED way to keep these synthetic pesticides out of the sewer system is for City of Cibolo residents to STOP USING DIAZINON and decrease their use of other synthetic pesticides. PLEASE do not wash out any containers and allow water to go into the drain, that have previously held any of these pesticides.

For information on alternative pest control methods and proper use of synthetic pesticides, contact CCMA at 658-6241.

START SAVING WATER AND MONEY TODAY ON OUTSIDE WATERING OF YOUR LANDSCAPE

- Reduce your watering frequency to once every five days. This encourages deeper, more drought-tolerant roots on your turf.
- If it rains an inch or more, wait at least five days to water.
- Mulch trees and plants to retain moisture and prevent evaporation..
- If your sprinkler sprays a fine mist, you're losing a lot of water to evaporation. Try a different sprinkler head or better yet, a drop irrigation system.
- When washing your car, use a cut-off nozzle instead of running the hose continuously. This will save 8 gallons of water per minute.
- When installing a new lawn or planning landscaping, consider using plant and grass varieties that are adapted to your site and require little supplemental water once established. The local Texas Agricultural Extension Service, local nurseries or garden shops can provide you with more information on these varieties available in this area.

ARE YOU WATERING YOUR LAWN EFFICIENTLY?
ARE YOU PAYING FOR MORE WATER THAN YOU NEED?

Here's how to gauge your sprinkling needs:

- Set out several 12 oz tuna or can food cans at different distances from the sprinkler head, including one at the outside edge of the watering coverage.
- Run the sprinkler for 10 minutes.
- Use a ruler to measure the amount of water collected in each can.
- Add the measurements from each can and then divide the total by the number of cans to get an average.
- Multiply this average by six to determine how many inches of water would be applied in an hour.
- It is best to water you lawn thoroughly 1 or 2 inches at a time to encourage deep root growth. (Don't forget to factor in any rainfall.)
- How frequently you should water depends on the kind of lawn you have
 - Common Bermuda every 8 to 10 days
 - Hybrid Bermuda every 5 to 8 days
 - St Augustine every 4 to 5 days
 - Buffalo grass every 2 to 5 weeks
- Remember, excessively hot and dry weather will cause most turf grasses to go dormant and turn brown. Grass will green up with cooler temperatures, so resist the temptation to over water.

SAVING WATER INSIDE THE HOME

- The single most effective conservation step that can be taken inside the home is to install water efficient showerheads. They provide great showers, yet use 30% to 70% less water.
- Use half as much water by installing water efficient aerators on the bathroom and kitchen sinks.
- Turn off the water while brushing your teeth.
- Toilet water use can be cut by up to 70% by installing water efficient or air assisted commodes. If replacing your commode isn't an option, place a half gallon plastic jug of water in your tank and cut your water use by 20%.
- Laundry accounts for about 14% of home water use. Adjust the water level on your machine to match the size of your load.
- Repair leaks immediately. A dripping faucet can waste 2 gallons of water per hour. A leaking toilet can start off using 1 cup of water per minute before you ever are able to hear the leak

SOME OF THESE TIPS WERE TAKEN FROM THE WATER SMART INFORMATION PROVIDED BY THE TEXAS WATER DEVELOPMENT BOARD.

YEAR-ROUND MANDATORY WATER CONSERVATION PROGRAM

Year-Round Mandatory Water Conservation Program in effect throughout the year.

Year-Round Mandatory Water Conservation Program restrictions shall be in effect throughout the year unless other more restrictive water restriction measures have been implemented. The City of Cibolo will mail a public announcement to its water customers each April, and will post notice on its official City website by April 1st.

Applicability:

Year-Round Mandatory Water Conservation Program **requirements apply to all water utility customers within the corporate limits of the City of Cibolo.** Water utility customers **within the corporate limits of the City of Cibolo who receive retail service from a water provider** other than the City of Cibolo shall meet either the water use restrictions specified for Year-Round Mandatory Water Conservation Program or the water restrictions established by their water service provider, **whichever is more restrictive.**

Utility Measures:

This announcement will be designed to increase water customer awareness of water conservation and encourage the most efficient use of water. A copy of the current public announcement on water conservation awareness shall be kept on file available for inspection by the TCEQ.

Voluntary Water Use Restrictions:

Water customers are requested to voluntarily limit the use of water for nonessential purposes and to practice water conservation.

Mandatory Water Use Restrictions:

Restricted Hours:

From April 1 through October 31 – Outside watering is prohibited between the hours of 10 a.m. through 8 p.m. Water customers are required to limit the watering of landscaped areas with hoses with hose-end sprinklers or automatic irrigation systems.

From November 1 through March 30 – Outside watering is prohibited between the hours of 10 a.m. through 2 p.m. Water customers are required to limit the watering of landscaped areas with hoses with hose-end sprinklers or automatic irrigation systems.

Exception to Restricted Hours: Irrigation of landscaped areas is permitted anytime if it is by means of a hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less, or drip irrigation system.

RECYCLING PROGRAM

SUPPORT OF THIS RECYCLING PROGRAM PROVIDES REVENUE TO THE CITY OF CIBOLO, BUT MORE IMPORTANTLY, IT BENEFITS OUR ENVIRONMENT BY NOT FILLING SANITARY LANDFILLS UNNECESARILY.

The following information is essential to the success of the program:

MATERIALS THAT CURRENTLY CAN BE RECYCLED:

- Paper: Newspaper, including the slick, glossy inserts can be recycled, unless wet or discolored by the sun. Also added is magazines, computer paper and junk mail. Protection from the weather should be provided before placing newspaper curbside.
- Glass Containers: Clear, brown or green glass containers which have been rinsed (no lids) can be recycled.
- Plastic Containers: Plastic containers which have been rinsed (no lids) and are designated with a recycling code (1) thru (7) can be recycled. Ex: (1) clear soft drink/soda bottles (2) opaque water and milk containers
- Aluminum, Tin or Bi-Metal Cans: Rinsed soft drinks/soda, juice or beer cans can be recycled
- Cardboard: Boxes must be flattened.

FLATTENED RECYCLABLE PLASTIC OR METAL CONTAINERS WILL CONSERVE RECYCLING BIN SPACE AND REDUCE THE CHANCE OF MATERIAL FALLING OUT OF THE BINS.

MATERIALS THAT CANNOT BE RECYCLED:

- Pottery, ceramic, plate glass, pyrex, light bulbs, fluorescent tubes, etc., are NOT recyclable.
- Styrofoam, plastic film, and shopping bags are not recyclable. Containers that have contained oil, solvent, or any substance that is considered HAZARDOUS are not recyclable. Remember, all materials that are not recyclable should be placed in your normal trash/garbage container (or disposed of in accordance with the Law, such as batteries, tires etc.)

RECYCLABLE MATERIALS DO NOT HAVE TO BE SORTED PRIOR TO PLACING THEM IN THE BINS OR AT CURBSIDE. RECYCLABLE MATERIAL THAT WILL NOT FIT INTO A BIN MAY BE PLACED BESIDE THE SUPPLIED BIN AS LONG AS IT IS CONTAINED IN SOME MANNER (TYING, BOXING, ETC) ADDITIONAL CONTAINERS SHOULD HAVE THE RECYCLE EMBLEM ON IT.

RECYLING PICK-UP DAYS

Recyclable materials pickups will be weekly.

There will be two trucks: (1): for regular garbage pickup and (2) for co-mingled recyclables.

Recycling days will be Tue. /Wed. with regular garbage pickup.

ADDITIONAL INFORMATION:

SMALL BINS ARE OWNED BY BEXAR WASTE - The recycling bins are assigned to a residence, not to the customer. They are to be left at the residence should the customer move to another location. The taking of a recycling bin by anyone other than an authorized Bexar Waste Representative, could be considered theft and may result in criminal charges being filed against the person removing the bin. Additional bins may be purchased directly from Bexar Waste at a cost of \$7.50 per unit.

LARGE BLUE RECYCLE CARTS ARE OWNED BY THE CITY OF CIBOLO - The large blue recycling bins were distributed by the city on a first come basis and are the responsibility of the resident. They are to be returned to the city at termination of service.